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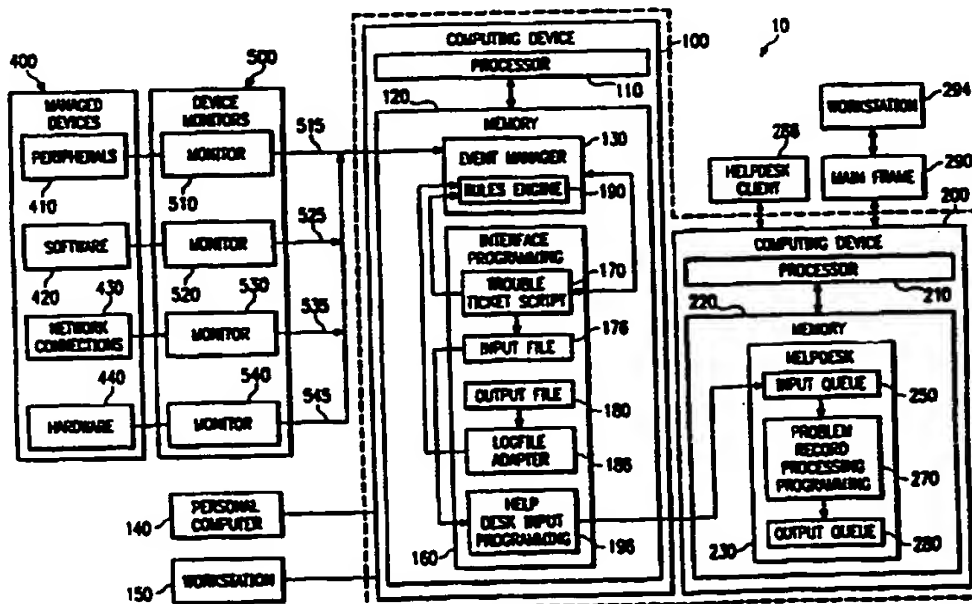
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## INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

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(54) Title: METHOD AND SYSTEM FOR MANAGING COMPUTER SYSTEMS



## (57) Abstract

According to one aspect of the invention, a method of managing a computer system includes receiving event information at a Tivoli Enterprise Console (130), the event information associated with the computer system. The method also includes receiving a command to provide a portion of the event information to a help desk application program and automatically providing the event information in a format readable by a ServiceCenter help desk application program (230) in response to receiving a command to provide a portion of the event information to a help desk application program.

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# INTERNATIONAL SEARCH REPORT

In International Application No

PCT/US 98/09837

A. CLASSIFICATION OF SUBJECT MATTER  
IPC 6 H04L12/24 G06F11/32

According to International Patent Classification (IPC) or to both national classification and IPC

## B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

IPC 6 H04L G06F

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

## C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	EP 0 295 426 A (IBM) 21 December 1988 see abstract see column 1, line 1-20 see column 4, line 10 - column 6, line 50 see figure 1B ---	1,9,14
A	JANDER M: "MANAGEMENT FRAMEWORKS MOVING TOWARD A UNIFIED VIEW OF DISTRIBUTED NETWORKS" DATA COMMUNICATIONS, vol. 23, no. 3, 1 February 1994, pages 58-66, 68, XP000422746 see page 58, left-hand column, paragraph 1 - right-hand column, paragraph 2 see page 59, right-hand column, paragraph 5 - page 62, left-hand column, paragraph 2 see page 64, left-hand column, paragraph 2 - page 68, middle column, paragraph 5 --- -/-	1,9,14

☒ Further documents are listed in the continuation of box C.

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Date of the actual completion of the international search

28 October 1998

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International Application No

PCT/US 98/09837

## C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document, with indication where appropriate of the relevant passages	Relevant to claim No
A	<p>WO 96 31035 A (CABLETRON SYSTEMS INC)</p> <p>3 October 1996</p> <p>see abstract</p> <p>see page 1, line 13 - page 3, line 7</p> <p>see page 5, line 20 - page 6, line 13</p> <p>see figure 2</p> <p>-----</p>	1,9,14

# INTERNATIONAL SEARCH REPORT

Information on patent family members

International Application No

PCT/US 98/09837

Patent document cited in search report	Publication date	Patent family member(s)	Publication date
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		CA 1328682 A	19-04-1994
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